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Docket No. AUS92001826US1 Serial No. 10/015,264 Atty: AJP

Applicant: BROWN ET AL _____

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Fees: Amendment ☒ Notice of Appeal ☐ Appeal Brief ☐ Other ☐

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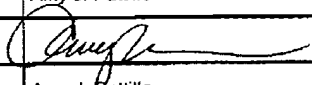
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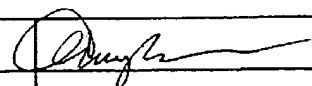
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TRANSMITTAL FORM <i>(to be used for all correspondence after initial filing)</i>	Application Number	10/015,264
	Filing Date	12/12/2001
	First Named Inventor	Michael Wayne Brown
	Art Unit	2642
	Examiner Name	Ubiles, Marie C
Total Number of Pages in This Submission	Attorney Docket Number	AUS920010826US1

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks The Commissioner is authorized to charge payment of any necessary fees or credit any overpayments to deposit account 09-0447 The amendment is a preliminary amendment under 37 CFR 1.115.		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT			
Firm Name	Amy J. Pattillo		
Signature			
Printed name	Amy J. Pattillo		
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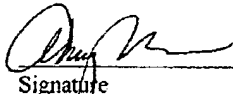
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Michael Wayne Brown, et al. Serial No.: 10/015,264 Confirmation Number: 1742 Filed: 12/12/2001 Title: PROMOTING CALLER VOICE BROWSING IN A HOLD QUEUE	: Before the Examiner: : Marie C. Ubiles : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758
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CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being transmitted via facsimile to the United States Patent Office at facsimile number 703-872-9306 and to the attention of Examiner Marie C. Ubiles on April 15, 2004 by Amy J. Pattillo.


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REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

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A. INTRODUCTORY COMMENTS

Responsive to the Office Action of January 21, 2005, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks. In addition, Applicants note the Examiner's call on September 3, 2004 to discuss an interview date and appreciate the Examiner's willingness to schedule a more timely interview following the receipt of this paper.

Amendments to the Specification begin on page 3.

Amendments to the Claims begin on page 4.

Arguments begin on page 21.

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